JobAps

FREQUENTLY ASKED QUESTIONS

1. **Am I required to submit an application for each position I am interested in?**
   Yes. Each application is a stand alone application so one must be submitted for each position.

2. **I am leery of sending my personal information over the website – are there other methods by which I may apply for a position?**
   We no longer accept paper applications or resumes. To be considered, your application must be received via our on-line application system. Your application is submitted using Secure Encryption to ensure the privacy of all information transmitted over the internet. Additionally, inclusion of your Social Security number is optional and, if included, will not be seen in its entirety by anyone, including you.

3. **Can I submit a resume instead of a completed application?**
   No, we cannot accept a resume in lieu of a completed application. There will be an opportunity to attach a resume for supplemental information to submit with your application, but a resume will not be considered in place of the application.

4. **Do I need to complete all sections of the application?**
   Yes. We may not consider applications that state "See Resume" in the job description box or that are incomplete. Please complete all sections as accurately and completely as possible.

5. **If I have volunteer experience, can I or should I include it on the application?**
   Yes. Treat volunteer experience like any other job by including where you volunteered, start and end dates, the type of organization, and details of the duties performed in the course of volunteering. If the duties performed are related to the position for which you are applying, the experience may be counted.

6. **If I am applying for a uniformed position such as Sheriff's Deputy or Fire Fighter, is the process the same?**
   You are required to apply via our on-line employment system by submitting a completed application. In addition to the required application, there are additional steps to the process and additional information that is required to be considered for a Sheriff's Deputy or Fire Fighter position. Please refer to the departmental websites for additional requirements. To

access either website, go to our main website at www.loudoun.gov. Click on the "Public Safety" tab, locate the department you are interested in and click on the link that takes you to their departmental homepage.

7. **Can I make changes to my information once I have submitted my application?**

No. Once an application has been submitted, you will not be able to edit any of the information. Therefore, please carefully review the information on your application for completeness and accuracy before submission. You can, however, change/update/edit the information in your Master Application at any time and save the document for use at a later date.

8. **If I have information to add/change/edit on a submitted application, how can I do so?**

Only contact information can be changed once an application has been submitted. To change contact information, go to our main jobs listing page on our website and click on the "Update My Contact Info" link on the left side, log in and follow the steps to change. This will automatically update your contact information. If there are additional items that you need to update on your application, contact HR via e-mail at hr@loudoun.gov or the main HR line at 703-777-0213 to discuss your options.

9. **I'm having trouble logging-in and I've tried using the retrieve password function without success - How can I obtain my USERID and/or password?**

Your USERID and/or password can be obtained by e-mailing the general e-mail box at hr@loudoun.gov and the information will be forwarded to you via e-mail.

10. **How can I find out the status of my application?**

On our main jobs listing page, click on "Returning Users", log in to your profile, and select "Retrieve Application at the bottom. This will bring up a table listing of all your applications and information related to them, you can find status of all your applications under "Status/Disposition".

11. **What do the statuses SUB, NQ, and ER mean?**

Sub – you have successfully submitted your application
NQ (Not Qualified) – the application submitted does not meet the minimum qualifications for the position and will not be considered further
ER (Eligible for Referral) – the application submitted has met the minimum qualifications for the position and will be forwarded to the hiring department for further consideration

12. **Will my status be updated if the position is filled or I'm selected for an interview?**

Your status will only be updated when an application has gone through an initial review. Information regarding the status of any position can be obtained by clicking on the Closed Job Status Board listed on the left of the main jobs listing page.

13. What is the timeframe/how long can I expect to wait before being contacted?

Generally, only applicants selected for interviews are contacted. Once the applications have gone through the initial review by Human Resources, applications that meet minimum qualifications are forwarded to the hiring department for further consideration. The length of time to select applicants for interviews varies depending on the position, the department, and the response to the recruitment. The applications are generally not forwarded to the department until the close date of the recruitment has passed. Typically, if selected for an interview, initial contact is made within 30 days of a department's receipt of the applications.

14. What is the process of selection for an interview?

Applications received are initially reviewed in Human Resources for minimum qualifications. Those that are deemed to have met the minimum qualifications are forwarded to the hiring department for further consideration. The hiring department makes the determination of which applicants they will invite for an interview by identifying those candidates whose knowledge, skills, and abilities best match the requirements of the position. The department contacts those candidates directly to make arrangements for an interview. Typically, only those candidates being considered for an interview will be contacted.

15. How can I expect to be contacted if I am selected for an interview?

The most frequently used methods of contact are via telephone or e-mail.

16. Will I be contacted if I'm not selected for an interview?

No. Generally, only those candidates that are considered for an interview will be contacted.

17. Will I be contacted or notified that I have not met qualifications to be selected for an interview?

No individual contact will be made if you are not being considered for an interview. Please log on to your profile to check the status of all applications submitted.

18. Will your site be updated to show when/if a position has been filled?

Once a position has been filled, the status will be updated and can be viewed by clicking on "Returning Users", log in to your profile, and select "Retrieve Application at the bottom. This will bring up a table listing of all your applications and information related to them. You can find the position status by clicking on "Recruitment Status" for each position.

19. Can you explain the steps in the process once an application is received?

1. Once an application is received, an automatic e-mail is generated stating it has been received in Human Resources.
2. After the initial close date of the recruitment, applications are reviewed for minimum qualifications and the status is changed to reflect this review.
   -An application with a status of NQ (Not Qualified) indicates that the application submitted has not met the minimum qualifications required for the position and will not be considered further.
   -An application with a status of ER (Eligible for Referral) indicates that it has met the minimum qualifications required for further consideration
3. All applications with the status of ER are forwarded to the hiring department for further consideration.
4. The hiring department makes the determination of who they invite for an interview.
5. The hiring department will contact those applicants considered for an interview directly to arrange a mutually agreeable time and date.
6. Interviews will be conducted and the hiring process completed by the hiring department.